



DEPARTMENT OF THE ARMY  
HEADQUARTERS, NATIONAL TRAINING CENTER AND FORT IRWIN  
FORT IRWIN, CALIFORNIA 92310

REPLY TO  
ATTENTION OF:

AFZJ-CG

11 Feb 14

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: NTC Policy Letter 10, Medical and Dental Activities Late and No-Show Policy

1. PURPOSE: The provision of quality health and dental care is an important mission. Achieving quality health care can be extremely challenging in today's constrained resource environment. No-shows and late arrivals to appointments prevent maximum use of available resources, thereby seriously hindering the ability to provide quality care to the Fort Irwin community. Commanders will assist enforcement of this policy and ensure maximum dissemination to all Soldiers. Implementation is immediate.

2. REFERENCE: Definition of terms (Enclosure)

3. APPLICABILITY: This policy applies to all military personnel assigned to the National Training Center.

4. POLICY:

a. The Soldier's place of duty is at the appropriate medical or dental facility at the appointed time for his/her appointment. Failure to be at that appointment may be in violation of the Uniform Code of Military Justice.

b. Soldiers must inform their supervisor when they schedule a routine or specialty appointment. Soldiers should inform their chain of command when they schedule an acute care appointment if practicable.

c. The chain-of-command must ensure that Soldiers attend all appointments unless mission requirements will be seriously impacted. If a Soldier's supervisor determines that mission requirements preclude attendance at a routine or specialty medical appointment, that supervisor is responsible for ensuring the routine medical appointment is cancelled and rescheduled as soon as the conflict is identified.

d. Definition of terms is provided in sub-paragraph (4-e-1).

e. The MEDDAC and DENTAC Managed Care Divisions generate a weekly, by-name report of "no-show" Soldiers and distribute that report to the appropriate commander(s). A monthly summary report (numbers only) by unit will be generated and provided to me.

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(1) Late

(a) Soldiers who are late for an acute care appointment will be seen by the first available provider using the triage system, and will have their unit notified that they were late.

(b) Soldiers who are late for a routine or specialty appointment will be required to reschedule that appointment for the next available date, and will have their unit notified that they were late.

(2) No-Show

(a) First Time No-Show. The Soldier's company level commander and first sergeant will be notified when a Soldier is reported as a no-show for an appointment. That commander will counsel the Soldier in writing, unless the commander determines there is a legitimate reason for the missed appointment.


(b) Second Time No-Show. The first lieutenant colonel and command sergeant major in the Soldier's chain of command will be notified. That commander will take action as he or she deems appropriate.

(c) Third Time No-Show. The first colonel and his/her command sergeant major in the Soldier's chain of command will be notified when a Soldier is reported as a no show the third time. That commander will take action as he or she deems appropriate.

5. SUPERSESSION: This policy letter supersedes all previous policy letters subject as above.

6. The proponent for this policy letter is the OIC of each clinic at 380-6957.

Encl  
as

  
TERRY R. FERRELL  
Brigadier General, USA  
Commanding

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